



TRANSIT UPDATES: FAQs for Families

Updated 1/30/20

What company was chosen to provide transportation services for the Lawrence day program?

City Voyager Transportation is our new transportation provider.

When will this change take affect?

Our new transit partner will be in place on Monday, February 17.

What happens in the interim period?

There will be no substantive changes during the transition.

Will there be a gap in transportation services during the transition?

No.

Who will be our driver and monitor?

As soon as that information is available, it will be disseminated to you by representatives from City Voyager.

Where can I get more information on the new transit company?

The company's website is city-voyager.com.

Do I need to do anything to confirm our location?

No, our case coordinators will make the transition as seamless as possible.



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Will my pick-up and drop-off times change?

Any changes in pick-up and drop-off times will be communicated by City Voyager prior to February 17.

Will the vehicle still be an accessible van?

Yes.

Will there be any out-of-pocket costs to me?

No.

Where can I give feedback on transportation services?

We have setup a transit hotline where we welcome feedback: 978-975-8587, ext. 1202.

How will I be notified of any schedule changes due to inclement weather?

This process will not change, as we will keep our weather hotline updated. You can also look for weather-related announcements on our Twitter and Facebook pages.

What if the van is late?

Prior to February 17, 2020 there is no change – please reach out to the LifeLinks CLASS Transportation Department. City Voyager will share contact information once they commence transportation services.

What if my loved one won't be attending day habilitation on a given day; who do I notify?

Please continue to notify your case coordinator on any changes in your schedule.

What if I have additional questions?

Please call or email your case coordinator or leave a message on the transit hotline: 978-975-8587, ext. 1202. You can also send an email to info@classinc.org.